

Job Title: Regional Manager
Reports to: Head of Operations
Working Hours: 40 hours per week
Based: Midlands & North

ABOUT US

Host Student Housing Ltd is one of the largest providers of student accommodation in the UK. But more than that, we're a specialist operator, developer and owner.

Having been established nearly three decades ago, we have extensive knowledge of the sector and a track record of working with universities, global investors and third-party clients – both at home and abroad. We are responsible for the development, operation and management of more than 7,500 student beds in over 30 cities throughout the UK and Europe.

Our purpose at Host is to redefine the student living experience by providing exceptional Purpose-Built Student Accommodation. We are committed to creating vibrant, safe, and inclusive communities that foster academic success, personal growth, and a sense of belonging for our students.

We are committed to fostering a positive and collaborative work environment where each staff member is valued, equipped with the tools for professional growth, and motivated by a shared mission to enhance the overall living experience for our students. Through a culture of continuous improvement, open communication, and a strong sense of community, we aim to create a workplace where every team member feels fulfilled, motivated, and proud to contribute to the success of our students and the company as a whole.

PURPOSE OF THE ROLE

The Regional Manager is accountable for ensuring that properties within their region consistently deliver against Host's operational standards and key performance indicators. This role provides leadership and direction to Property Managers and site-based teams, ensuring both local and statutory compliance, financial discipline, excellent resident experience, and a culture of accountability. The Regional Manager acts as the custodian of operational standards, conducting audits, monitoring performance, and ensuring delivery in line with Host policies, processes, and values. While primarily focused on managing and developing site performance, the Regional Manager will also deputise for the Head of Operations as required, stepping into higher-level or client-facing responsibilities when necessary.

You will work in line with each asset's Business Plan and ensure that our values and that our people are supported, productive and working towards the same goals.

The role leads on the day-to-day operational management of the respective region working closely with Operations, Commercial, Finance, Marketing, IT and Estates teams to drive commercial performance across your business unit.

KEY RESPONSIBILITIES (including but are not limited to):

- Oversee day-to-day operations across all properties in the region, ensuring alignment with Host's standards, values, and KPIs.
- Lead and manage Property Managers and operational teams across sites, ensuring high levels of engagement, productivity, and professional development.
- Promote a student-first culture, ensuring high levels of customer satisfaction.
- Ensure that properties are well-maintained and compliant with health, safety, and environmental standards
- Communicate key business updates and ensure new and existing processes and procedures are implemented and adhered to.

Operational Leadership

- Oversee day-to-day operations across all properties in the region, ensuring alignment with Host's standards, values, and KPIs.
- Act as the primary point of contact for site teams, providing clear direction, support, and accountability.
- Conduct regular site visits and audits, ensuring compliance with operational, safety, and brand standards.
- Monitor housekeeping, maintenance, and service delivery, ensuring consistency and high-quality resident experiences.
- Implement and uphold processes that drive operational discipline and continuous improvement to deliver consistently high-quality services.
- Ensure all properties meet operational, financial, and business performance targets as set in Host's Business Plan for each asset
- Manage contracts and relations with customers, vendors, partners and other stakeholders
- Control costs and maximise profitability in each asset.
- Keep abreast of emerging legal changes and any design/environmental/product development issues that may in future impact the business or provide a possible competitive advantage.
- Act as a Host brand ambassador

Operations

- Ensure all properties comply with relevant legislation (Health & Safety, Data Protection, ANUK, HMO licensing, etc.) and Host's internal policies.
- Provide out of hours support to the site teams as required, to ensure that issues are escalated according to procedure.
- Monitor statutory testing, inspections, and certifications, ensuring full compliance at all times.
- Identify risks or issues quickly and implement corrective actions.
- Maintain accurate data across Host's systems (PMS, CRM, FM systems) as the single source of truth for each site.
- Ensure that reporting and monitoring structures are in place to identify accidents, incidents, behaviour and activities which may be detrimental to Host and its reputation and promptly instigate and implement a corrective plan.
- Ensure that each building and its processes are compliant with the relevant local and national current legislation and regulations for all operational matters.
- Monitor the on-site maintenance performance including planned preventative and reactive maintenance.
- Monitor the housekeeping operations to ensure that each site always remains presentable.
- Monitor processes and standards.
- Uphold the high standards expected from a Host property teams by training team members and enabling a culture striving for excellence.
- Report on operational performance and suggest improvements

Financial

- Manage site-level budgets and ensure adherence to financial targets.
- Review and approve purchase orders within budget, ensuring correct processes are followed.
- Drive additional income streams such as summer lettings and ancillary revenues.
- Report on financial performance, highlighting variances and ensuring corrective actions are taken.
- Oversee the collection of all sums due from residents and effectively manage all arrears and bad debt with the Property Managers for each property in your region.
- Achieve highest possible net operating income throughout portfolio; implement effective cost control and revenue & leasing improvement, identify trends and recommend strategies and adjustments, and ensure site-level teams are adhering to budgets to maximise profitability and efficiency.
- Review and approve Purchase Orders ensuring that costs are within budget, or have investor approval, and that the correct process is always followed by the site teams.
- Ensure accurate and timely financial reporting and address any discrepancies in performance with appropriate action plans with the finance team.

- Lead efforts to generate non-academic rental income, such as summer lettings and other revenue streams.

Team Leadership and Development

- Lead, coach and develop Property Managers and operational teams across sites, ensuring high levels of engagement, productivity, and professional development, and a culture of accountability and high performance
- Carry out regular performance reviews, providing feedback, coaching, and development opportunities.
- Cultivates site team buy-in through coaching, thought leadership and developing bottom-up thinking in line with Host's Purpose and Values.
- Embed Host's values across site teams, promoting ownership, professionalism, and resident-first thinking.
- Oversee recruitment, selection, and training of staff across the region, ensuring a culture of high standards and accountability.
- Ensure all HR processes and policies are adhered to across the region.

Customer Experience and Service Delivery

- Promote a student-first culture, ensuring that all operational activities are focused on delivering a high-quality student living experience.
- Ensure resident experience is consistently excellent across all sites.
- Monitor KPIs such as move-in satisfaction, complaint handling, and service response times.
- Address escalated resident issues swiftly, supporting Property Managers to resolve matters effectively.
- Ensure occupancy and retention targets are achieved in collaboration with commercial and marketing teams

Facilities and Maintenance Management

- Ensure that properties are well-maintained and compliant with health, safety, and environmental standards, conducting regular inspections and audits.
- Manage both planned and reactive maintenance, ensuring high standards of cleanliness and hygiene.
- Collaborate with external contractors and stakeholders on the development and maintenance of facilities.
- Ensure all operational activities are delivered in a manner that reduces environmental impact and promotes sustainability.
- Ensure Property Managers understand their H&S responsibilities including their role as the Responsible Person at site and ensure and absence, holiday or vacancy sufficient cover is in place.

Sales, Marketing and Stakeholder Relations

- Develop and maintain relationships with key stakeholders, including universities, investors, and external agencies, to promote the Host brand and maximise occupancy.
- Support marketing initiatives, working with Property Managers and marketing teams to develop and implement strategies that drive student engagement.
- Ensure all marketing content and property information is accurate and up to date across digital platforms, including social media and booking systems.
- Monitors market trends, competitor activities, and legislative changes and stay informed about the industry landscape
- Working with the Commercial Director manage all university partnership relationships and service level agreements, ensuring compliance is always maintained.

Reporting and Performance Monitoring

- Prepare and review weekly, monthly, and quarterly performance reports, including financial updates, occupancy levels, and operational challenges.
- Ensure data integrity and use analytics to make informed decisions to improve operations and financial outcomes.

PERSON SPECIFICATION

- Proven experience in operational management, preferably within the student accommodation, hospitality, or real estate sectors.
- Strong financial management skills, with experience overseeing budgets, forecasting, and delivering profitability.
- True team-player eager to help drive the growth of the business
- Self-motivated, always demonstrating an ability (and drive!) to adapt, learn and develop
- In-depth knowledge of compliance, health & safety regulations, and risk management in a property-based setting.
- Excellent leadership and team management skills, with a track record of motivating teams to achieve high performance.
- Exceptional communication and interpersonal skills, capable of managing relationships with a variety of stakeholders, including investors, clients, and team members.
- Ability to work flexibly, including travel and out-of-hours availability as required by the business.
- Strong understanding of customer and market dynamics
- A positive, can-do attitude with a desire to achieve outstanding results.
- Conscientious with strong attention to detail.
- Excellent verbal and written communication skills.
- Proactive nature and ability to work on own initiative
- Excellent interpersonal skills with ability to build rapport with key Stakeholders including investors, universities, and colleagues in other functions.